

1999-01 Performance Progress Report

For Quarter Ending June 2001

Agency 354

Work Force Training and Education Coordinating Board

Mission

The Workforce Training and Education Coordinating Board's mission is to bring business, labor, and the public sector together to shape strategies to best meet the workforce training needs of all of Washington's students, workers, and employers in order to create and sustain a high-skill, high-wage economy.

Goal We will increase the satisfaction of the customers who receive WTECB products and services

Performance Measure Percentage of customers who are satisfied that our products are useful, clear, and complete.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				83%				86%
Actual				83%				86%
Date Measured				6/30/2000				7/31/2001

Performance Measure Number of local programs with measurable outcomes included in the on-line Consumer Report System

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				1,000				1,200
Actual				1,177				1,257
Date Measured				6/30/2000				6/30/2000